



City of Chula Vista

Staff Report

File#: 16-0165, **Item#:** 2.

RESOLUTION NO. 2016-130 OF THE CITY COUNCIL OF THE CITY OF CHULA VISTA WAIVING THE COMPETITIVE BID REQUIREMENT AND APPROVING A CONTRACT FOR SERVICE WITH SEECCLICKFIX TO PROVIDE CITIZEN ENGAGEMENT SOFTWARE SERVICES

RECOMMENDED ACTION

Council adopt the resolution.

SUMMARY

The City has contracted with SeeClickFix (ACT) since 2012 to provide citizen engagement software. City Council approval is needed to continue with the contract for service in accordance with Section 2.56.070 of the Chula Vista Municipal Code.

Environmental Notice

The activity is not a "Project" as defined under Section 15378 of the California Environmental Quality Act State Guidelines; therefore, pursuant to State Guidelines Section 15060(c)(3) no environmental review is required.

Environmental Determination

N/A

BOARD/COMMISSION RECOMMENDATION

Not Applicable

DISCUSSION

The City of Chula Vista entered into a contract with SeeClickFix in 2012 to provide citizen engagement services. The City rebranded SeeClickFix as "ACT Chula Vista". "ACT" stands for Alert, Connect, and Track. SeeClickFix (ACT) provides a software app for smartphone users to report a variety of issues and problems directly to the appropriate City staff responsible for addressing those issues and problems. Citizens that are interested in downloading the app can access either the GooglePlay store or the Apple App Store and download ACT Chula Vista to their smart phone. Citizens can also access ACT Chula Vista from the website at: <http://seeclickfix.com/chula-vista>.

If a SeeClickFix (ACT) user sees a pothole in the street, they can access the app via their smartphone, record the location and a brief description of the issue, then take a photo and upload it to the City for action. The case is automatically forwarded to the appropriate City staff member to take action on the item. In this example, the case regarding the pothole would be automatically uploaded into the Public Works Department work management system, Lucity. It then is reviewed by a supervisor and the work is then assigned to the appropriate work crew through Lucity. Follow up emails are sent to the citizen reporting the problem.

SeeClickFix (ACT) can also be used by employees to report internal issues such as plumbing problems, electrical problems, etc. Again, as is done with the public reporting, these work requests are sent directly to the Public Works Lucity work management system.

SeeClickFix (ACT) provides an electronic workflow which results in a very efficient way for the public and employees alike to report issues without having to have multiple City staff handling the issues prior to them being worked on.

Since 2012, there have been 6,713 issues reported via SeeClick Fix. Of those, 5,541 have been closed. An issue is closed when one of the following happens: 1) The issue has been resolved by staff (i.e. pothole filled, repair made, etc); 2) The issue is passed on to the appropriate non-City agency (i.e. when an issue is on Port property); 3) The issue is acknowledged but the City will not take action (i.e. the issue requires resources that aren't available, the issue is a very low priority, etc).

The remaining 1,172 issues have been dealt with in some manner, but have not been closed yet due to an integration issue between SeeClickFix (ACT) and Lucity which is being resolved at this time. The issues are closed in Lucity, but they haven't been transitioned over to SeeClickFix (ACT) yet. Staff is actively working resolving this so these issues show up correctly in SeeClickFix (ACT).

The most commonly reported issues are graffiti, sidewalk and abandoned vehicles.

The proposed contract is for five years. Staff has been able to negotiate a rate lock in terms of the maximum percentage increase to the contract each year. The maximum increase is 3% per the contract terms. Specific terms are detailed in the Fiscal Impact sections of this report.

Staff is proposing to waive the competitive bidding process for a variety of reasons. First, the City has already established a subscriber base of 2,388 registered users. Changing citizen engagement tools would introduce confusion to our citizens as to where they could report issues.

Second, the City has also created interfaces between SeeClickFix (ACT) and both our GIS system and the Lucity work management system. An interface with Accela Automation (Planning/Code Enforcement is forthcoming (for potential Code Enforcement violation reporting).

This contract will become effective July 1, 2016 and expire June 30, 2021.

DECISION-MAKER CONFLICT

Not Applicable - Not Site-Specific

Staff has reviewed the decision contemplated by this action and has determined that it is not site-specific and consequently, the 500-foot rule found in California Code of Regulations Title 2, section 18702.2(a)(11), is not applicable to this decision for purposes of determining a disqualifying real property-related financial conflict of interest under the Political Reform Act (Cal. Gov't Code § 87100, et seq.).

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Staff is not independently aware, and has not been informed by any City Council member, of any other fact that may constitute a basis for a decision maker conflict of interest in this matter.

LINK TO STRATEGIC GOALS

The City's Strategic Plan has five major goals: Operational Excellence, Economic Vitality, Healthy Community, Strong and Secure Neighborhoods and a Connected Community. SeeClickFix (ACT) impacts all five of the major strategic goals as it provides a streamlined communication system for the public and employees to handle a variety of issues which impact each strategic goal.

CURRENT YEAR FISCAL IMPACT

Funds have already been allocated in the Fiscal Year 2016 budget for SeeClickFix (ACT). Therefore there are no additional appropriations required.

ONGOING FISCAL IMPACT

The City intends on entering into a five year agreement with SeeClickFix (ACT) for citizen engagement services. The table below details the costs for each year. It should be noted that there is a 3% cost increase each year which is reflected in the pricing below. Funding for FY 2017 has been included in the City Manager's proposed budget. Future year funding needs will be considered during the normal budget process.

YEAR	COST	GF IMPACT FROM BASELINE
FY 2017	\$ 22,500	N/A
FY 2018	\$ 23,175	\$ 675
FY 2019	\$ 23,870	\$ 695
FY 2020	\$ 24,586	\$ 716
FY 2021	\$ 25,324	\$ 738
TOTAL	\$ 119,455	\$ 2,824

ATTACHMENTS

Exhibit 1 - Contract for Service

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Resolution

Staff Contact: Edward Chew, Director of Information and Technology Services